

Complaint Investigations Human Resources



KPI Owner: Kate Dunn

Process: Departmental Productivity

Baseline, Goal, & Benchmark	Source Summary	Continuous Improvement Summary
Baseline: TBD Goal: TBD Benchmark: 180 Days	Data Source: Complaint Table; Netclaims Goal Source: Human Resources Profession Best Practice to investigate complaints in a timely manner Benchmark Source: EEOC	Plan-Do-Check-Act Step 2: Validate problem: baseline, benchmark, & goal Measurement Method: Time between receipt of complaint to closure of complaint - count of complaints greater than 90 days Why Measure: Maintain integrity of complaint investigation process Next Improvement Step: Continue to measure and identify causal factors for going over 90 days

How Are We Doing?

Sep2014-Aug2015 12 Month Goal	Sep2014-Aug2015 12 Month Actual		Aug2015 Goal	Aug2015 Actual	
TBD	8		TBD	0	
Days of 90	Days of 90		Days of 90	Days of 90	

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